

Systems Support Manager



Job Code: 1353
Grade: 133
Reports to: Director of Information Technology
Salary Range: \$62,398 - \$97,157
FLSA Status: Exempt

GENERAL STATEMENT OF DUTIES

Performs administrative, supervisory, and technical work of a highly responsible nature in connection with computer related systems analysis, programming services, and automated business systems administration; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this classification works under the regular supervision of the Director of Information Technology and is reviewed for conformance to established policy through conferences, written reports, and observation of performance standards and goals.

ESSENTIAL FUNCTIONS

Performing system management and analysis, programming, and training; serving as liaison with other departments on data processing matters; providing user support.

EXAMPLES OF WORK

- Manages applications and software development and implementation projects including process reengineering and data migration.
- Receives and evaluates end-user needs for City-wide business, financial and data processing systems; designs, develops, and implements appropriate automated business solutions accordingly.
- Programs solutions to existing business or data processing requests and requirements or directs programming staff in developing such solutions accordingly.
- Researches and evaluates software solutions for identified City automated data management requirements; recommends vendor applications as appropriate.
- Guides user departments in the evaluation, analysis and documentation of business processes and requirements to facilitate the design of more efficient and automated solutions.
- Performs or assists user departments with programming, database design and implementation, and project management.
- Performs related tasks as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of the principles, practices, and techniques used in system analysis and design and the operation, uses, and capabilities of electronic data processing in an automated business process environment; general knowledge of principles of accounting and statistical procedures relative to computer applications; ability to analyze business methods and procedures and develop applicable automated information processing systems; ability to establish and maintain effective working relationships with other computer and user personnel; ability to follow complex oral and written instructions; ability to prepare technical reports and manuals; ability to communicate effectively orally and in writing.

MINIMUM EDUCATION AND EXPERIENCE

Graduation from an accredited college or university with a Bachelor's Degree in Data Processing, Management Information Systems, Computer Science, or Business Administration with emphasis in

Computer Science or related field. Five (5) to seven (7) years of progressively knowledgeable and responsible experience in systems analysis, projects implementation management, and systems reengineering functions in an automated business systems environment; prefer experience in a supervisory capacity; or any equivalent combination of education, training, and experience.

WORK CONDITIONS

- Light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; and some medium work requiring the exertion of up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects.
- Work requires stooping, crouching, reaching, lifting, fingering, grasping, and repetitive motions.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Visual acuity is required for visual inspection involving small defects and/or small parts, operation of machines, and observing general surroundings and activities.
- The worker is subject to inside environmental conditions and noise.

This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification. The list of essential functions/examples of work, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

The City of Gaithersburg is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Gaithersburg provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.